



## Issuing Replacement Patron Cards

To replace a lost or replacement patron card, the process is very similar to initial registration.

Retrieve the patron by a named search, or a barcode search. After opening the patron account, click the “Edit” tab to issue the patron a new barcode.

From the Evergreen User Editor, click “Mark Lost” and scan or key in the new barcode number. If the patron has a username other than their barcode, keep that intact. If their old barcode is also their username, update the username field with the new barcode as well.

It is important to note that the old barcode IS NOT freed up for use. It remains attached to the patron until they are purged from the database manually (done yearly by EI Support).

The screenshot shows the Evergreen User Editor interface. The top navigation bar includes links for File, Edit, Search, Circulation, Cataloging, Admin, and Help. The main content area is titled 'Evergreen User Editor' and displays the 'Edit' tab for a patron named Tara Robertson. The interface is divided into several sections:

- Status:** Displays various patron statistics such as Holds (1), Available (0), Bills (\$3.10), Check Outs (1), Overdue (1), Long Overdue (0), Claimed Returned (0), Lost (0), and Non Cat (0).
- ID/Contact Info:** Shows the Library Card (1234), ID 1 (Other), ID 2 (Other), and DOB (<Unset>).
- Mailing Address:** Displays the address as Anywhere GA 45633.
- Physical Address:** (Section header visible).
- User Identification:** A form for updating the barcode (1234) and username (tara). It includes fields for Password, Verify Password, First Name (Tara), Middle Name, Last Name (Robertson), Suffix, Date of Birth, Primary Identification Type (Other), and Primary Identification.
- Navigation:** A sidebar on the left contains links for 1. User Identification, 2. Contact Info, 3. Addresses, 4. Groups and Permissions, 5. Statistical Categories, 6. Surveys, and 7. Finish.